SES Residential Programs for Natural Gas

Nicor Gas Customers - Customer Select

SES Customer Select FAQ's

How do I sign up?
That's easy! We take your enrollment over the phone. Call us toll-free at 1-800-827-0067.

Who is eligible?
Participation in the Customer Select Program is open to all Residential Consumers within the Nicor Gas service area.

When can I sign up?
You can enroll in February 2002 after receipt of your educational packet with a supplier, and the supplier can submit enrollments to Nicor Gas starting March 1, 2002.

Why does Nicor Gas support this program?
The Customer Select program gives you the option of choosing a different gas supplier to purchase the gas you use. Nicor Gas believes the ability to choose a gas supplier will ultimately provide your company with the best value for your energy.

If I choose another supplier, will I still be a Nicor Gas Customer?
Yes. By participating in Customer Select, you're not leaving Nicor Gas. Nicor Gas will still be responsible for installing, operating and maintaining their meters and gas distribution system. You will still contact Nicor Gas in an emergency situation such as a gas leak or fire. Nicor Gas will continue to read your gas meter, and charge you for the distribution of your gas. However, the choice is yours, when it comes to a gas supplier. Santanna will provide you with simple solutions to your energy needs!

What happens if I have a gas leak of emergency?
Call Nicor Gas. Nicor Gas will still respond to any gas leak, fire or other emergency situation. Their toll-free number appears on your bill and in the phone book, 1-888-642-6748.

What if I move?
If you move within Nicor Gas' service territory, your Customer select contract will move with you. If you move outside Nicor Gas' territory, your participation in Customer Select must be terminated.

Where can I find my account number?
Your account number is on your Nicor Gas Bill. It is a 9-digit number on the upper-right hand side of your payment stub. The Nicor Gas account number may be formatted as follows: X-XX-XX-XXXX.